

# MISSOURI STATE LIBRARY

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## 1992 ANNUAL REPORT

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## A Message from the State Librarian

The past year has been a mixed bag, with some notable successes and some failures. Mostly it has been providing services despite reductions in budget and staff. We continue to serve the public to the best of our ability, whether it be a legislator, a government agency, a library, a business, the handicapped student or average citizen. We can do better, and we are determined to do so.

Missouri libraries are indeed partners in the educational process, and they are operative from the cradle to the grave. Libraries provide free and equal access to information for all citizens. In these uncertain times, we need to emphasize the importance of library services to individuals, to communities, and to the nation. While many citizens are suspicious of government agencies, study after study has confirmed what librarians already know -- that libraries are among the most respected and cost-effective government services. We should be proud of our services and the positive impact of libraries on our communities.

The State Library is prepared to work with libraries across the state. We stand with you in the promotion of excellence in library service delivery to all Missourians. We continue to request that you share your needs and concerns so that we may put forth our best efforts for your benefit.

*Monteria Hightower*

Monteria Hightower  
Associate Commissioner for Libraries and Missouri State Librarian  
Coordinating Board for Higher Education

LIBRARY  
MISSOURI COORDINATING BOARD FOR HIGHER EDUCATION

# Government Services

*The State Library's collection emphasizes topics of interest to state government. The collection includes 69,800 books, 390 journal subscriptions, 21 newspaper subscriptions, and thousands of government publications. Government Services staff also have access to more than 300 computerized databases.*

The State Library's Government Services Division provides reference and information services to state agency personnel, the legislature, the offices and staff of elected officials, and the general public. Each year demand for these services has increased. However, reductions in state funding for materials and additional staff have had an adverse effect on the level and range of services available. The division operated with six employees who staff the public information desk from 7:30 a.m. to 5 p.m., Monday through Friday.

## Meeting Information Needs

Emphasis was placed during 1992 on utilization of the library's journal and periodical collection. The number of active periodical subscriptions stood at 390 titles for most of 1992, with 21 newspaper subscriptions. Promotion of the library's journal collection has been a priority since budgets in recent years have often been reduced or withheld, making book purchases more difficult and unsure. It has been a policy decision to maintain the periodicals and serials at all cost.

Government Services staff have developed a number of methods to promote utilization of the journal collection, among them *Info-to-Go*, the monthly bibliography of new articles from journals received by the library, and the "Table of Contents" routings, which supply individual contents pages to researchers on a regular basis.

State employees made 20,698 requests for articles from *Info-to-Go* in 1992. This was higher than any previous year -- 17,413 (1991),

15,890 (1990), and 13,609 (1989). More than 700 state employees currently receive *Info-to-Go*. The mailing list is revised continuously.

The "Table of Contents" service was expanded during 1992. State agency employees may select up to 10 journals for which the contents pages are sent by inter-agency delivery on a regular basis. Employees may then select articles of interest, and photocopy reprints are supplied. More than 165 researchers used this service in 1992. Requests totaled 8,722 contents pages and 3,962 journal articles.

Government Services staff used online computerized databases 242 times on behalf of government employees in 1992. The library purchased a number of CD products for staff and patron use. Among the most used CDs are: PHONEDISC USA, white pages for the United States; CD NEWS, St. Louis Post-Dispatch, from 1991 to date; and PRODIRECT BUSINESS, major business addresses around the country. These, along with ERIC, are the library's most popular computerized services.

An important reference activity aimed at serving the interests of the legislature is the annual preparation of "Info-Packs," which are topics of legislative interest chosen by House and Senate research staff. Articles included in each Info-Pack are selected by the Government Services staff, as are the duplication and preparation of seven copies of each packet. Each packet contains from six to 10 pro and con articles on the various issues under consideration. The Info-Packs were produced during

November and December 1992, and delivered to the Legislative Library. The topics for 1993's session were: Hate Crimes, Health Care Insurance Crisis, Higher Education Admission Standards, Lead Exposure, Maternal and Child Health Issues, Minority Set-Asides, NAFTA: North American Free Trade Agreement, Recent Rankings: Fiscal and Taxation Outlook, School Finance Update, and Workers' Compensation.

### Interlibrary Loan

The interlibrary loan staff (two employees) perform a unique and valuable service for Missouri state government and for the State Library's own staff.

Requests for materials not owned by the State Library are numerous each year. During 1992, the interlibrary loan staff handled 489 requests for medical journals for state researchers and 1,212 requests for books not owned by the State Library for agency staff. They sent out 1,794 journal article requests for agency staff, and they responded to more than 770 individual letters from the general public.

The interlibrary loan staff handle the online updating of the State Library's periodical collection on the *Missouri Union List of Serial Publications*. They also maintain and use the PRISM/OCLC search database, which became fully automated during 1992.

The staff receive incoming requests from other Missouri libraries and libraries around the nation. During 1992, the staff received 2,131 requests for book titles, primarily via the OCLC interlibrary loan network. This is an increase over 1991, which recorded 1,870 requests for books. In addi-



**The State Library's Government Services staff answer thousands of reference requests each year.**

tion, the staff received 126 requests for journal articles from outside libraries. These were supplied in photocopy format. A number of smaller Missouri libraries still use the paper ALA interlibrary loan form; staff processed 310 book and journal article requests submitted in this manner.

### Technical Services (Acquisition and Cataloging)

The library's emphasis on journals and serials has by necessity brought about a decline in the number of new books and monographs purchased and cataloged. Staff performing the technical services functions (2.5 FTE) have had additional assignments within the department as overall staff declined.

The library purchased and cataloged 569 new books in 1992. This was down from 1991's total of 696. At the end of 1992, the State Library collection included 69,800 cataloged books, 390 journal subscriptions, and 21 newspaper subscriptions.

*The State Library maintains an extensive newspaper clipping file covering state government, legislative activities, and other information relating to the State of Missouri. Articles date from 1940 to the present and represent newspapers from Kansas City, St. Louis, Springfield, Columbia, Jefferson City, and other Missouri towns.*

*The State Library is a selective depository for U.S. government publications. It is one of 1,400 federal depository libraries in the U.S. and one of four depository libraries in the Fourth Congressional District of Missouri. The federal documents collection includes more than 150,000 items. The State Library also manages the Missouri State Publications Depository Library system. Each month the library distributes selected state publications to a network of libraries in the depository system.*

Technical services staff completed in November 1992 a revision of the *Union List of Jefferson City Periodicals and Newspapers*. This publication lists all the periodical holdings of the State Library, Thomas Jefferson Library System, the Supreme Court Library, and the Legislative Library.

Planning was instituted during the year for new cataloging computer equipment to replace the M300 OCLC workstation. Specifications were drawn up and bids let for replacement hardware through the state Purchasing Division. Receipt of the new cataloging workstation is expected early in 1993.

### Federal Documents

The State Library's federal depository program was inspected on September 15, 1992 by the U.S. Government Printing Office field inspector. The inspector evaluated the library's program in seven categories: bibliographic control, human resources, collection development, maintenance, physical facilities, public service, and cooperative efforts. All State Library ratings were satisfactory to excellent for this five-year inspection cycle.

The "Discover Your Federal Depository Libraries" workshop, developed by the federal documents librarian for public libraries located in the Fourth U.S. Congressional District, Eastern Section, was held in Jefferson City in June 1992. Librarians from the two other federal depository libraries in Jefferson City -- the Missouri Supreme Court Library and Lincoln University's Page Library -- made presentations at their respective libraries for the workshop participants. The GPO inspector

praised the workshop for its effectiveness.

The present federal depository collection numbers 153,194 items and includes books, pamphlets, loose-leaf notebooks, periodicals, and CD-ROM discs. The federal government is producing an increasingly large number of CD products each year. To promote use of these products, the federal documents librarian produced seven CD-ROM user guides.

During 1992, the federal documents unit handled more than 750 reference inquiries. Staff added 7,679 books, pamphlets and maps to the collection, and 24,229 individual microfiche cards. The microfiche collection is currently increasing at the greatest speed.

### State Documents

The state documents program was maintained by one staff member during most of 1992, with irregular assistance with shipping and data entry from staff in other units. Staff added 928 new Missouri documents titles to the collection in 1992. This averaged about 77 items each month, of which more than 680 were monographs or annual reports; the balance were individual issues of serial publications.

The state documents staff also coordinate and handle the Missouri State Publications Depository Library system. Forty libraries are designated as depositories for state documents. Thirteen were designated as full depositories and received a copy of each item sent in the depository program. Twenty-seven were designated as partial depositories and received only selected items. Depository libraries received 846 items from the State Library in 1992.

## Census Data Center

The Missouri State Census Data Center (MSCDC) operated during 1992 with one FTE. The Census Data Center coordinator is the State Library's representative to the MSCDC core group and the liaison between the state and the Office of Social and Economic Data Analysis at the University of Missouri.

Part of the program activity is answering specific requests for census data. The coordinator answered more than 1,200 requests during 1992. This is independent of census questions which come to the main information desk. These specific questions to the coordinator came from a wide range of sources: state government, legislators and agency staff, local governments, regional planning commissions, school districts, private-sector businesses, not-for-profit organizations, students, and local citizens.

A primary activity and emphasis during 1992 was the strengthening and expansion of the local affiliate network. This affiliate network presently consists of 116 agencies located throughout the State of Missouri, in urban and rural areas. Affiliates might be a local government, a regional planning commission, a public or an academic library, a small business development center, or a university extension office.

In July 1992, the coordinator and the MSCDC core group staff planned and held a Census Data Users Conference in Columbia, Missouri, which drew over 250 people. Presentations were made and workshops were conducted by the core staff, by representatives from the local and national offices of the Bureau of the Census, and by state agencies.

The coordinator and core staff planned and conducted regional training sessions for affiliates, including workshops for the small business development centers and for selected state agencies in the Jefferson City area.

The first set of MSCDC publications were printed and distributed to the affiliate network. Nine "extract" reports and two atlases for Missouri and U.S. geographical levels were provided in this initial set. These specialized publications were based on a software program created by the Census Data Center staff in the standard profile formats adopted by the national state census data center organization.



*The State Census Data Center is part of a nationwide program sponsored by the U.S. Bureau of the Census. The center makes available print, microfiche, and computer tape sources of census data.*

## Central Services

The Central Services unit manages the State Library mail room, automobile maintenance and scheduling, ordering of supplies, and stack maintenance for the library portion of the agency.

All mail, both in-coming and out-going, is centralized in this unit. During 1992, the Central Services unit ran first class and library rate materials through the centralized postage meter to a total of \$16,011. A major operation within the Central Services unit is bulk-mailings of State Library regular publications and special brochures. A total of \$6,877.82 was spent to send out bulk-mailings.

The Central Services staff (two FTE) handle the scheduling and maintenance for four state automobiles owned by the State Library. Repairs to the vehicles cost \$889.53 during 1992.

# Library Services and Networking

*The State Library supports libraries statewide through continuing education programs, development and extension of library services, and promotion of resource sharing among all types of libraries.*

**S**taff of the Library Services and Networking Division offer a variety of services to librarians: a library skills institute, workshops of interest to public library staff, a statewide summer library program for young people, compilation of public library statistics, assistance with grant development, and promotion of resource sharing among all types of libraries.

## Continuing Education and Consulting Services

1992 saw the successful completion of a pilot rural information and referral project, the conclusion of the third annual library skills institute, the instigation of library standards into the Department of Economic Development's Model Missouri Cities Program, and numerous individual library consultations.



**Students and faculty, 1992 library skills institute.**

Information and referral (I&R) in rural Missouri started in Dallas County under the aegis of the Dallas County Library, headquartered in Buffalo. The project took one person six weeks to gather information for the referral file. That person, 72 years old, traveled the county, interviewing representatives from every service agency, church, school, and business. More than 400 subject entries were found for the community information file.

Major future applications in information & referral will come by automating an I&R database in at least one county and replicating the service in other rural areas and in small, suburban communities.

The 1992 Summer Library Skills Institute was held, for the third consecutive year, at Stephens College in Columbia. Ninety-five students attended the institute, which convened between August 9 and 14. Ten students were enrolled in the cataloging class, 18 in the reference class, 20 in library administration, and 47 in the basic beginning class. All successfully completed their course work.

Students were generally pleased with the institute; evaluations urged its continuation in 1993. The basic class will continue, as well as advanced classes in reference and library administration. The cataloging class will be expanded to include the philosophy behind technical services. A new class in youth services will also be offered. Total enrollment in the institute will be limited to 100.

Several measures of library criteria will be added in 1993 to

the Department of Economic Development's Missouri Model Cities Program. Those criteria include expenditures for materials, a voted, dedicated tax of 20 cents or higher, management by a board that meets regularly and establishes policy, established hours that meet public need for library services, and training, education, and continuing education requirements for library directors. At least 20 percent of Missouri public libraries of all sizes and all communities already meet these criteria.

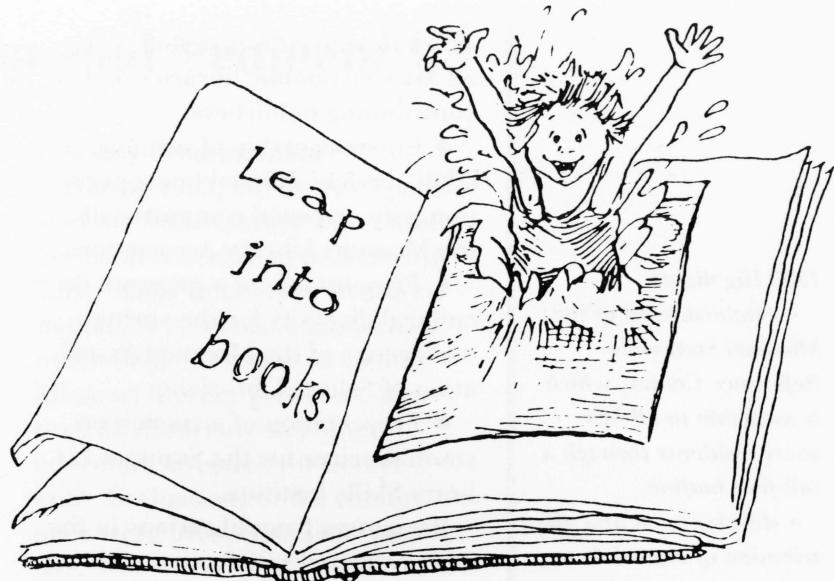
The Department of Economic Development will put this competitive program in place early in 1993. Awards will be announced in the fall of 1993. To achieve the highest awards, all criteria must be met. This places Missouri public libraries on equal footing with schools, parks, recreation, police, etc. In total, communities must meet the criteria in 38 categories.

Individual library consultations, by telephone, letter, or in person, centered on these areas:

- Establishing personnel policies
- Writing job descriptions and fixing salary rates
- Performance evaluation
- Building and job safety
- Insurance, including workers compensation
- Materials selection policies and schedules
- Staff development and training
- Other administration-related subjects

### Youth Services

The youth services librarian conducted ongoing as well as short-term focused projects as a way to help libraries provide bet-



Steven Kellogg, one of America's most popular children's book illustrators, created the artwork for the 1992 Missouri Youth Summer Library Program.

ter services for children and young adults. Major 1992 projects included:

- Collaboration with a committee of youth services librarians to produce "Read Up a Storm," the 1993 statewide summer library program for Missouri youth. The program offers four-color graphics by a professional artist, a manual full of ideas for youth programs, and distribution of "basic kits" by the State Library.
- Sponsorship of a two-day conference on "Appreciating Differences," which featured nationally known presenters, workshops, and book review sessions.
- Sponsorship of five one-day regional conferences on improving library services to children and young adults.

- Production of two *Titles Reviewed* lists, which include book reviews representing current juvenile titles from more than 80 publishers. A statewide committee of 30 to 50 librarians have been trained as book reviewers and contributors to this publication.

Missouri's statewide summer library program is now in its 11th year. More than 200,000 young people registered for summer programs in 1992.

### **1992 Highlights**

- establishment of the Missouri Statewide Reference Center, which is available to all Missouri residents through a toll-free hotline.
- development and distribution of materials to support local summer library programs.
- a demonstration project of library service in Ralls County, a county with no public libraries.
- assistance to libraries to make their services handicapped accessible through continuing education programs, consultations, and TDD services for the deaf.

**Titles Reviewed** is distributed to all Missouri public libraries and contributing publishers.

- Co-sponsorship of a young adult services manual in cooperation with a special committee of the Missouri Library Association.
- Presentation of a program on cultural diversity for the spring conference of the Missouri Association of School Librarians.
- Presentation of a session on youth services for the Summer Library Skills Institute.

Responses from librarians in the state reflected satisfaction with help given by the State Library. In local communities, newspaper articles and other media promotions demonstrated the enthusiasm of patrons for services that have come about because of support by the State Library.

### **Data Collection**

The State Library compiles statistics from public libraries in Missouri as a participant in a new program of the National Center for Education Statistics, a division of the U.S. Department of Education, Office of Educational Research and Improvement. A summary of these statistics appears in various State Library publications, and the entire statistical report is available through the State Library and federal depository libraries in Missouri.

### **Grant Activities**

Involvement with the federal library grant program is one of the most important roles of the Library Services and Networking Division. Staff review and critique grant applications, monitor grant projects, and answer hundreds of questions concerning the federal program in meetings, at work-

shops, and by telephone. The division initiated a number of grant projects in 1992, several having statewide implications. Among these projects were:

- Development of an RFP for a statewide reference service for both Missouri libraries and citizens. The RFP was mailed to the major-resource libraries in the state. Kansas City Public Library was the successful bidder, and its statewide reference program began operation in the summer of 1992.
- Grants to public libraries for purchase of telefacsimile equipment. By the end of 1992, 77 tax-supported public libraries had FAX equipment available or on order. By the end of 1993, it is anticipated that all tax-supported public libraries will own or have been offered FAX equipment.
- Grants to 43 public libraries for purchase of telecommunication devices for the deaf (TDDs).
- Coordination of three field consultants.
- Consultation with local institutional librarians and the Department of Corrections.
- Administration of the library's Extended Education Program, whereby students receive grants to attend graduate school to obtain master's degrees in library science. The students are required to work a minimum of two years in a Missouri public library after graduation. Under this program, four students attended library school in 1992, and two additional students will begin school in 1993.

# Publications and Special Projects

The Publications and Special Projects Office is part of the library's administrative division, under the direction of the state librarian. The office functions with two staff members -- a librarian and a technical assistant. They work with all State Library divisions to develop publications that describe and promote the library's services, such as news releases, brochures, manuals, reports, workshop flyers, and other informational items. All library publications are typeset and designed in house.

In addition to publications activities, the staff coordinate the library's literacy program and assist a committee of Missouri librarians with the production of materials for the statewide summer library program. The librarian serves as the State Library's liaison with the Missouri Humanities Council and maintains close working relationships with Missouri literacy organizations.

## State Library Publications

Among the regular publications produced by the office are *Show-Me Libraries*, an award-winning quarterly journal for librarians, library trustees, and friends of Missouri libraries; *Missouri Libraries*, a bimonthly newsletter covering programs and activities of the State Library and libraries throughout the state; *Missouri Population and Census News*, the quarterly newsletter of the Missouri State Census Data Center; and *Update*, a current awareness publication for Missouri librarians. These publications circulate to more than 2,000 readers.

## Literacy Programming

During 1992, the office organized the State Library's first literacy conference. Held in Jefferson City, "Links to Literacy" featured nationally recognized authorities in the field of literacy as well as Missouri literacy providers. More than 80 librarians and adult educators attended the conference. Evaluations of the conference were overwhelmingly positive.

The office was also involved in a major project that will have statewide impact on Missouri literacy providers and students. The State Library was awarded a grant from the Missouri Humanities Council to develop a series of books on Missouri history and culture for adult new readers.

Co-sponsors of the grant are the Daniel Boone Regional Library, Columbia, and the University of Missouri-Columbia Western Historical Manuscript Collection. Writers include Bob Dyer, a poet, historian, and author from Boonville; Margot Ford McMillen, an English teacher at Westminster College, Fulton, and editor and publisher of *Our Missouri*; and Madeline Matson, the State Library's publications and special projects librarian.

The grant required the writers to work with advisory groups of literacy students and tutors to maintain the readability of the books and with several humanities scholars to ensure the historical accuracy of the books. Few materials of this nature are available for Missouri literacy students, and it is hoped that additional books will be developed in the coming years.



*Seventy Missouri public libraries offer services for adult new readers. These services include collections of materials to support local literacy programs, provision of space for literacy classes, and cooperative efforts with community agencies to promote literacy. The State Library offers consultant services, grant funds, and informational materials for those libraries interested in starting or expanding literacy programs.*

# Wolfner Library

The Wolfner Library for the Blind and Physically Handicapped provides a public library service, without charge, to eligible individuals and institutions throughout Missouri. Anyone, of any age, is eligible for this service who is unable to use standard print materials due to physical limitations, whether permanent or temporary.

Services to readers include: readers advisory; reference and research; access to non-print collections nationwide via interlibrary loan; children's services, including a summer reading program; information referral, including consulting with other agencies serving the handicapped; loan of playback machines for use with the recorded books; catalogs announcing new books and magazines; subject bibliographies; and a patron newsletter. All materials and machines are mailed "Free Matter" (at no charge) both to and from library users.

Administered by the State Library, the Wolfner Library is Missouri's regional and only library in the National Library Service, the Library of Congress' cooperative, nationwide network of libraries for the blind and physically handicapped.

## Personnel Resources

The library has 13.5 full-time staff, including two professional librarians, three reader advisors, and 8.5 support staff (for computer operation, circulation, tape duplication, machines lending, and technical services). The reader advisors are classified as program specialists, while six of the support

staff are program specialists, and the remaining 2.5 are clerks.

Since 1981, library staffing has been decreased from 19 to 13.5 FTEs, with only 11 of those FTEs paid with state funds.

Because the state has been unable to improve staffing, federal funds were used in 1992 to hire temporary, contractual staff to assist in support functions. This temporary addition in staffing has allowed for a reduction in circulation backlogs, inspection of returned materials, assistance with the cleaning, testing, and assignment of machines, and production, monitoring, and repairs in tape duplication. Temporary staff have proved to be very helpful, but should not be considered a permanent personnel solution, as there is a high rate of turnover, considerable training involved, and a limited skills market.

## Collection Management

The book collection is stored on 10-foot-high compact, movable shelving. Braille books have been placed on the top three shelves, because braille retrieval via ladders is more easily accomplished than the retrieval of cassettes from that height. Retrieval of materials is compromised not only by the height of the shelving but also by the movable sections. The need to roll the sections to create an aisle for access slows both the shelving and retrieval of books. And the movable and extremely high shelving makes it unsafe for patrons to browse for books themselves.

## Circulation Services

The automated system is an in-

*Wolfner Library staff responded to 188,065 inquiries from patrons for information, materials, machines, or other services in 1992; this constitutes an average of 761 inquiries daily.*

tegral part of the library. It houses the card catalog, and all patron, circulation, book and magazine collection information. Temporary, contractual (Manpower) workers were employed throughout most of the year by the library to reduce the backlog of circulating materials. When federal funds ran out in August and September, Wolfner quickly developed a 25,000-book backlog.

Labor is more intense in a library for the blind and physically handicapped than in a public library. Staff must retrieve, package, and presort all materials for mailing, and all materials must be inspected for damage upon their return.

### **Machines Lending Services**

Playback equipment is loaned free-of-charge to patrons using the books and magazines in recorded formats. Because this equipment is federal property, the library is required by the National Library Service to maintain an accurate inventory of each machine's current status (including patron assignment, repair status, etc.). Machines' Lending underwent a federal audit in 1992.

The library loans machines to new patrons and also replaces non-working machines for existing patrons. Major machine repairs are done by the Telephone Pioneers of America; the library is responsible for distributing and keeping accurate records of these transactions.

### **Tape Duplication Services**

Tape duplication is a library service unique to libraries for the blind and physically handicapped. Because special copyright permission has been received to produce

the books and magazines in non-standard print format, Wolfner can reproduce additional copies of the recorded cassette materials. This process involves the reproduction of the audiocassette, monitoring the reproduction quality, labeling, packaging, and inventorying the new material.

### **Reader Advisory Services**

The reader advisory service provides the personal link between user and library. Since the library's single location is inconvenient for the majority of patrons to use in person, reader advisors assist patrons in all aspects of the library service. Communicating by telephone (in-state WATS) and in writing, reader advisors register new users and then continue to monitor their needs throughout their use of the library.

In addition to providing book selection advice, reader advisors process requests, search for titles and subjects, and make all service status changes for users. Since the majority of the library's users are over age 55, home visits would undoubtedly be more helpful to insure their understanding of how to use the library. However, with fiscal resources so limited, reader advisory service is an affordable solution.

### **Reference and Information Referral Services**

The library provides research for patrons on requested subjects. Because the non-print collection includes very few reference materials, print reference resources must be used and converted by staff to the needed non-standard print format. Given the limited staffing and funding, the library is hampered in its ability to provide

### **1992 Circulation**

*Books and magazines –  
466,223*

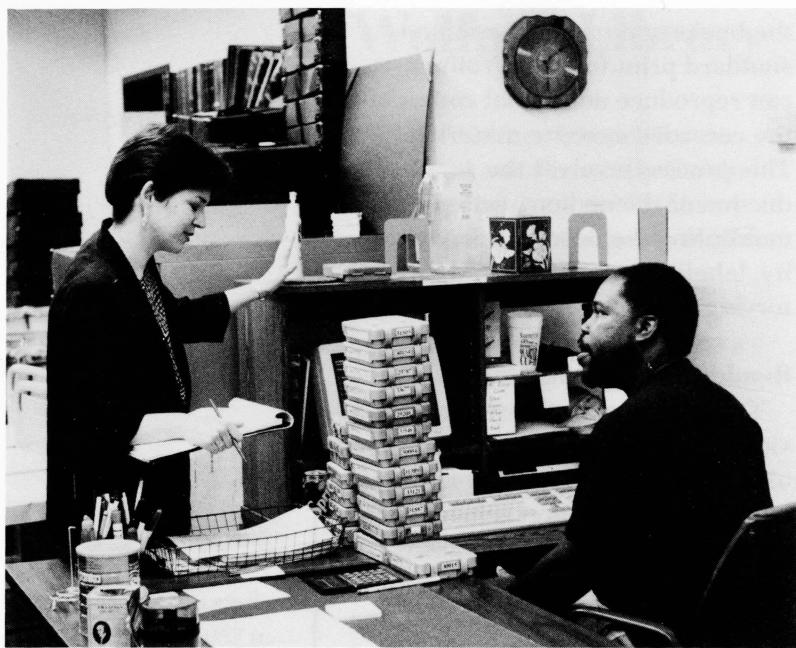
*Direct mail magazines –  
89,800*

*Total materials checked  
out – 556,023*

*Books and magazines re-  
turned from users –  
464,744*

*Total materials circulated  
– 1,020,767*

*An average of 4,133  
books and magazines  
were circulated daily in  
1992.*



**Devon Skeele Liner (left), network consultant for the National Library Service, talks with Ken Gilliam, supervisor of circulation services at the Wolfner Library. Liner made a site visit to the Wolfner Library in 1992.**

research and produce it in the format requested in a timely fashion. Since Wolfner has only two professional librarians, support staff must assist in research, although their time is already consumed with other responsibilities. No service is of greater need to the library's clientele than reference.

The library serves as an information referral center not only for the library users but also as a resource center for schools, students, and other agencies and organizations about handicapping conditions and related subjects. Library users often need information from a variety of sources and require assistance with utilization of the myriad social service agencies. It is very difficult for the limited number of staff to provide answers to these questions in a timely fashion.

#### **Youth Services**

Wolfner's sixth annual summer

reading program, "Leap Into Books," was conducted to benefit the nearly 600 young library users. Thirty-six children enrolled. The Friends of Wolfner Library gave each of the 23 young readers completing the program their very own book -- in their choice of large print, braille, or recorded cassette. The Library Users of America, an affiliate of the Missouri Council of the Blind, provided the young readers with incentives (yo-yo's, frogs, and leaping spiders) to keep on reading.

#### **Public Education**

The library produces a newsletter, NEWS, to keep users informed about the service. Although the first edition was published in large print, future editions are planned in braille and on recorded cassette.

Library staff made presentations and distributed informational materials throughout the year in the continuous effort to acquaint potential users, organizations, and related service agencies with the Wolfner service.

Staff attended the National Conference of Librarians Serving the Blind and Physically Handicapped in Baltimore, Maryland, sponsored by the Library of Congress. The supervisory professional librarian currently serves as the chairperson of the Midlands Conference of Librarians Serving the Blind and Physically Handicapped and, as such, attended a Braille Centralization Study meeting.

Staff also attended several conferences concerning the Americans with Disabilities Act, a "Deaf Awareness" training session, a Library Leadership Institute, and the State Library's summer institute.

## **Consumer Relations**

The Wolfner Advisory Council is comprised of library users from all over the state and representatives from related service agencies, including Rehabilitation Services for the Blind and the Department of Elementary and Secondary Education (Missouri School for the Blind). Meeting regularly three times per year, the council advises staff about library service issues and assists in planning for library services.

The Friends of the Wolfner Library is a not-for-profit, tax-exempt organization formed by library users to support the library with advocacy and fund-raising toward the improvement of library services. The statewide membership swelled to 133 in 1992, under the leadership of Stanley Rock, president. The Friends once again sponsored the annual summer reading program for children. Secretary of State Roy Blunt was the guest speaker at the Friends annual meeting.

Consumer relations issues are handled by the two professional librarians, who regularly meet with both the Wolfner Advisory Council and the Friends of the Wolfner Library.

## **Fiscal Resources**

The library is funded by a combination of state General Revenue funds, appropriated by the legislature, and federal Library Services and Construction Act (LSCA) funds, which are administered by the State Library. The federal government furnishes all of the books, magazines, and playback machines at no charge to the state, while the state's obligation is to provide the facility and staffing for the library service. The level of funding has

not kept pace with the demand for the service by Missourians.

In 1992, due to the Governor's withholdings, federal funds had to be used to cover the state funds shortfall for personnel services, as well as operational expenses. Wolfner's state funding was reduced from \$294,557 to \$247,427 in FY 92, which constitutes an average expenditure of \$3.30 per blind and physically handicapped Missourian for library service. By comparison, the average expenditure for public library services for non-print handicapped Missourians in 1990 was \$15.16.

## **Conclusion**

According to standards for libraries for the blind and physically handicapped, the Wolfner Library is far from reaching the minimum standards set for personnel. The minimum standard for professional librarians is one per 2,500 active readers. Since Wolfner has 13,915 readers, rather than the current two professionals, Wolfner should have six. The minimum standard for reader advisors is one per 1,200 readers. Rather than the current three reader advisors, Wolfner should have 12. The minimum standard for support staff is three per 2,500 readers. Rather than the current 8.5 support staff, Wolfner should have 18.

Given the assurance that Missouri's elderly population will continue to grow at one of the most rapid paces in the United States, and, given that 61% of Wolfner's readers are age 60 and over, it should be of the highest priority to improve the library's personnel and resources to keep pace with the demand for the service.

## **1992 Readers Services**

*Active users – 13,915  
New users added – 1,622  
Users status changes –  
2,828  
Title requests processed  
for users – 157,528  
There were 16,499  
total patron-initiated  
contacts (by phone, mail,  
visiting the library,  
answering machine) in  
1992; this averages 67  
daily contacts.*

*During the past 10  
years, the active users of  
the library have nearly  
doubled, from 7,723 to  
13,915.*

# Building and Space Planning

The building and space planning consultant worked with numerous libraries on planning for new or renovated space and other elements related to library facilities.

The consultant also made site visits to libraries that submitted Library Services and Construction Act Title II grant proposals.

A number of library visits were made for other purposes during the year. These included the following:

- Discussion of needs and development of possible floor plans for expansion/renovation of existing building: Daviess County, West Plains Public, Macon Public.
- Discussion of requirements and development of possible floor plans for renovation of existing space to achieve ADA compliance: Kinderhook Regional (Lebanon).
- Review of proposed plans for renovation of existing space and future expansion of existing building: Salem Public.
- Discussion of possibilities for rearrangement of existing space: Dallas County, Central Missouri Correctional Facility (Church Farm).
- Evaluation of space, discussion of possibilities and development of proposed floor plans for conversion of existing buildings to library purposes: Boonslick Regional (Sedalia), Sikeston Public, Putnam County, Camden County (Sunrise Beach), Ralls County (Center).
- Review of proposed plans for new library building: Henry County.
- Discussion of needs and possible solutions for facility com-

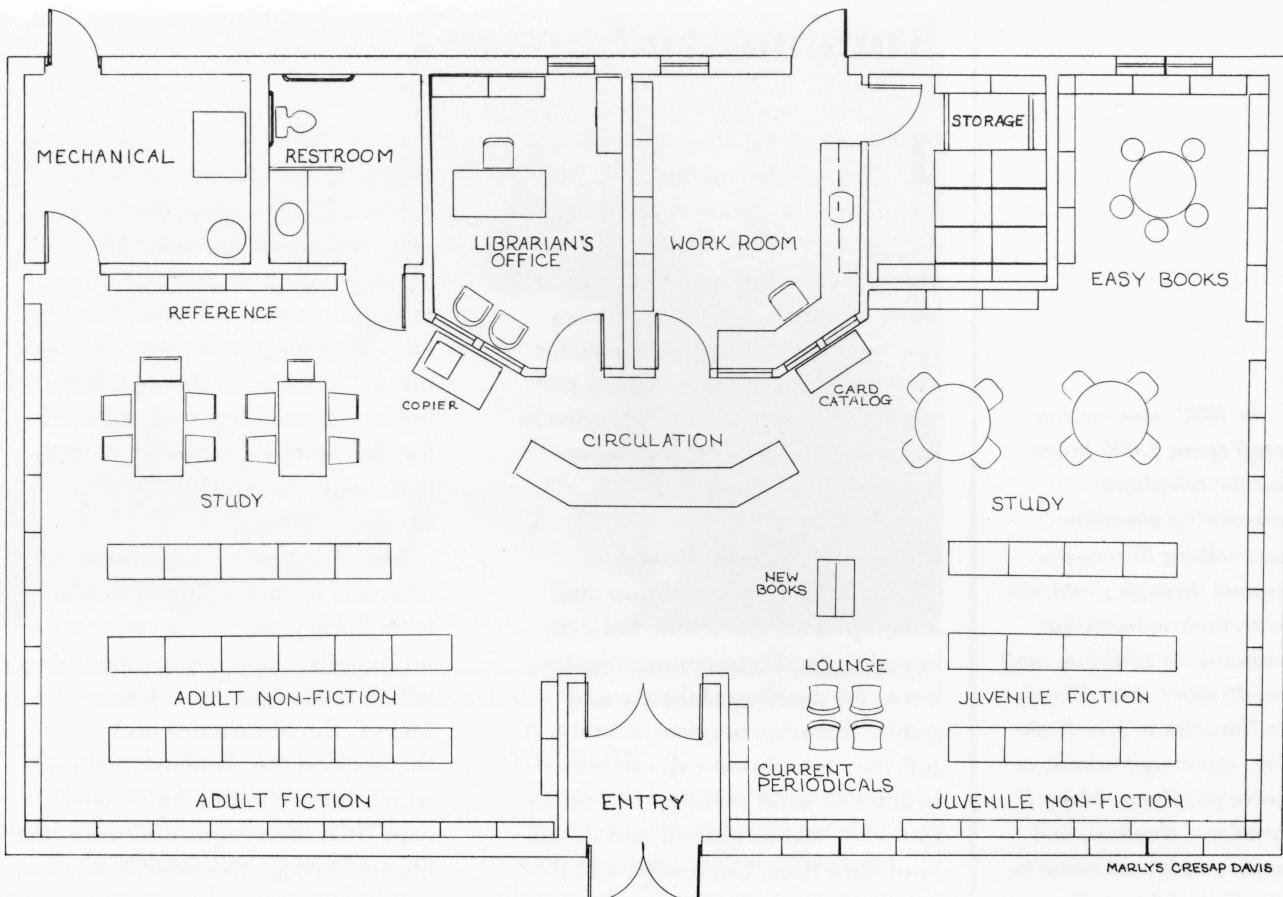
pliance with the Americans with Disabilities Act: Sedalia Public, Fayette Public, Carthage Public, Cape Girardeau Public.

A statewide workshop, "Public Libraries and the Americans with Disabilities Act," was presented in April. The workshop was made possible by LSCA funds. Representatives from the Governor's Committee on Employment of People with Disabilities, the Great Plains Regional Business and Technical Assistance Center, and the Missouri Division of Design and Construction presented information on how the ADA affects public libraries in their employment practices, policy development, provision of services, and facilities. Each attendee received a copy of the *Americans with Disabilities Act Handbook*. The 63 attendees represented 40 libraries.

The space planning consultant presented eight regional workshops on the ADA from May through October. These were attended by 65 librarians and board members from 46 libraries. Each library attending a regional workshop also received a copy of the *Americans with Disabilities Act Handbook*.

In addition to the ADA workshops, the space planning consultant presented information on the ADA to librarians at the Children's and Young Adults Spring Conference, at the summer institute, and at a "Trustees and Friends Workshop" in Sikeston in October. Further information on the ADA was prepared by the consultant for an article in *Missouri Libraries* (July/August 1992).

*The State Library organized an ADA Task Force in 1992. Three Missouri librarians, four library users (two of whom are disabled), and three State Library staff members currently make up the task force. Its charge is to survey Missouri public and academic libraries about special services available for disabled patrons, to gather information about the ADA, and to compile "information kits" which will be available for loan to any library in the state. The task force is scheduled to complete its work by June 30, 1993. Funding for the task force is through the federal Library Services and Construction Act.*



PROTOTYPE LIBRARY BUILDING -- 2,800 GROSS SQUARE FEET

### Planning Library Facilities

One of the services offered to public libraries by the State Library is assistance in the area of library building and space planning. Planning for new or remodeled facilities is an involved process. The building consultant meets with librarians, library boards, architects, government officials and others involved in the space planning process. The consultant provides assistance in any or all of the following:

- Review of the library's mission, goals and objectives
- Evaluation of the library's current facility and services
- Analysis of community needs/desires for library service
- Identification of library staff needs for provision of service

- Development of a Building Program Statement
- Evaluation of possible options for improved facilities, including addition/remodeling, renovation, and new construction
- Exploration of funding alternatives, including assistance in development of grant proposals
- Review of architectural plans (schematic and working drawings and furniture layouts) and specifications
- Development of interior/furniture layouts illustrating reuse of existing space
- Review and analysis of existing library facilities for compliance with the Americans with Disabilities Act.

*The building and space planning consultant made 17 site visits to assist libraries in 1992.*

# Automation Services

*In 1992, automation staff spent 1,000 hours on the telephone answering questions and talking library personnel through problems with their automation systems. In addition, staff made more than 50 visits to libraries to give training, offer suggestions, or solve problems. Many librarians, trustees, and state employees came to the State Library for further personal consultations.*

*Several sessions during the State Library's summer institute dealt with automation systems and featured presentations by automation staff. Throughout the year, staff trained 230 librarians on the OCLC interlibrary loan system, 150 librarians in the use of MOFACTS, and 274 librarians in the use of MCAT.*

The State Library serves as a central clearinghouse for information on library technology. The State Library also provides grants to local libraries for purchase of hardware and software. Automation staff explain uses for new technology, train library personnel, and assist local libraries in converting records to machine-readable form.

## Electronic Bulletin Board

During 1992, automation staff developed an electronic bulletin board to facilitate communication between the State Library and public libraries across the state. A toll-free telephone call enables libraries to send messages to other libraries and to upload and download data files. Currently, 144 libraries have logged onto the state bulletin board system at least once. The average time spent on the BBS is approximately 10 minutes. This is expected to decrease as people become familiar with the system and use it for more specific purposes.

## Statewide CD-ROM Library Catalog

The Missouri catalog of library holdings (MCAT) on CD-ROM provides libraries with a valuable tool for encouraging local automation activities, automating cataloging services, and assisting in interlibrary loan and reference searches.

MCAT contains 3.5 million titles and 9 million holdings. The *Missouri Union List of Serial Publications* (MULSP) was added to MCAT on a separate disc, providing access to 52,000 serial titles. In 1992, all Missouri records from

the U.S. Newspaper Project were added to the MCAT database.

The MCAT software allows libraries to catalog materials using the bibliographic records other libraries in the state have developed. Cataloging submitted on diskettes is preserved through a "backing up" procedure implemented for the State Library under contract with the St. Charles City-County Library.

MCAT is also a location tool for Missouri libraries. For example, a local library receives a request for an item (book, magazine, pamphlet) which it does not own. Using MCAT, the librarian searches for the item on the database and finds which library in the state owns a copy. It is then requested from that library through the interlibrary loan system.

The State Library pays telecommunications costs for the first 100 requests between libraries in Missouri using the Online Computer Library Center's (OCLC's) Group Access System. This system has been in place since October 1991. Many libraries that never considered borrowing materials from other libraries now incorporate interlibrary loan as a regular service.

In 1992, a new contract for the statewide database was awarded to Brodart, Inc. This contract provided the state with new software that enhances the capabilities of MCAT. In order to allow librarians to take full advantage of these capabilities, regional training sessions were offered in October and November. State Library staff trained 274 librarians representing 188 institutions at these sessions.



**Jim Nelson (standing), public library consultant for the State Library, conducts an MCAT training workshop at the St. Louis Library Network Headquarters.**

The State Library continues to provide grants to individual libraries to convert catalog records and to develop automation systems. Examples of grants include: a pilot project of three library districts sharing a common circulation system and public access catalog; two separate library districts using different software to develop a local automation system; retrospective conversion of local library records to be included in MCAT; and a pilot project to make a major urban metropolitan library catalog accessible via computer terminals, modems, and the use of an 800 number.

MCAT helps librarians to use technology to improve library services to all residents of Missouri. It is also an educational tool that enables librarians to broaden their knowledge about computers, telecommunications, information access, and automated public catalogs.

#### **MO-FACTS**

The State Library has developed MO-FACTS, a CD-ROM database which contains unique Missouri documents. The value of reference materials in this format is the ability to search the full text of documents with keywords and by combining words and phrases. Information is displayed on screen in a few seconds.

MO-FACTS contains state documents, statistics, and information about the social, cultural, and economic life in Missouri.

The first MO-FACTS disc was mailed early in 1992 to 190 public, academic, and school libraries. During the summer, the University Extension Office requested an additional 150 copies to place in every extension office in the state.

The second edition of MO-FACTS is now being developed, and distribution is planned for the spring of 1993.

*MCAT, the Missouri Library Catalog on CD-ROM, lists 3.5 million titles of books, journals, and other materials owned by 247 Missouri public, academic, special, and school libraries.*

# Federal and State Grants



*LSCA funds paid for "start-up kits" for the 1992 summer library program for youth. Shown above is Steven Kellogg's bookmark design.*

The State Library administers two programs to provide funds for libraries. Under the federal Library Services and Construction Act (LSCA), Congress appropriates funds to be administered by the states. This state-administered program has three titles. Title I is designated for public library services in 18 categories, including services to residents in state-supported institutions. A portion of these funds are awarded as competitive grants. The remainder is used to provide direct services to public libraries through contracts, programs, and support for the State Library.

Title II is designated for construction or renovation of public libraries and requires that federal funds be matched by the local library with at least 50 percent of the cost coming from local funds. All of the funds under this title are used for competitive grants.

Title III encourages cooperation among different types of libraries. The high cost of maintaining a statewide bibliographic database of library holdings and the limited amount appropriated under this title prevents the State Library from offering competitive grants.

## Federal LSCA Funds

For FY 1992, Missouri received \$1,651,737 for library services, \$392,294 for cooperation, and \$324,916 for public library construction.

Under Title I, 62 libraries submitted 127 applications for LSCA funds totaling \$2,706,679. The state librarian approved 86 applications from 54 libraries, including 11 libraries in state-supported in-

stitutions, for a total of \$1,348,366. These grants included a demonstration of library service by a municipal library in preparation for a county-wide vote on library service, grants for children's services, automation systems, census materials, copiers, telefacsimile equipment, genealogy materials and equipment, reference and business information materials, CD-ROM testing, reciprocal borrowing, and collection development.

Grants to public libraries also included two projects for the disadvantaged, grants to four Major Urban Resource Libraries, two grants for projects to benefit the non-English speaking, a grant to establish and maintain a community information and referral center, four literacy grants, a project to provide drug abuse materials, and three projects to provide materials and programs to child care centers.

In addition to direct grants to libraries, the State Library used LSCA funds to contract with the Missouri Libraries Film Cooperative to provide films and videos to all public libraries in the state, with three public libraries to provide consultant services to the state, and with two public libraries to provide deposit collections of large print materials. The State Library also offered training opportunities to public library personnel, assisted in developing statewide children's programs, and provided telecommunications devices for the deaf (TDDs) to 42 public libraries.

Within the State Library, federal funds are used for library de-

velopment staff, a publications program, to provide library services to the blind and physically handicapped, and to administer the federal program. The first three of these programs are described elsewhere. Administration of the federal program includes keeping records; preparing contracts, reports, and other documents; tracking expenditures; and providing assistance in applying for funding and in grants management. This also includes expenses

incurred by the LSCA Advisory Committee. Three staff persons visited 16 grant sites to monitor 35 projects. Other grant monitoring is done by correspondence and by telephone.

Under Title II, three libraries submitted building project applications. Two were funded in the amount of \$182,000. Five construction projects from previous years were completed, including two additions, conversion of a basement area to a meeting room,

## **Summary of LSCA Expenditures – FY 1992**

<b>Category</b>	<b>Projects</b>	<b>Amount</b>
<b>Title I</b>		
Unserved	1	27,624
Inadequate Services	76	1,008,437
Disadvantaged	3	29,924
Physically Handicapped	1	100,939
Institutions	14	51,278
State Library	1	470,868
Major Urban Resource Libraries	4	96,664
Limited English	2	16,395
Elderly	3	47,360
Information Referral	1	2,663
Literacy	8	36,032
Handicapped	42	16,701
Child Care Centers	3	57,595
Drug Abuse	1	25,064
LSCA Administration	1	32,990
	161	\$2,020,534
<b>Title II - Projects completed in 1993</b>		
Flat River	Addition	63,359
Douglas County	Addition	47,500
Grundy County	Windows	47,500
Rolla	Meeting room	23,590
St. Louis	Elevator	150,000
		331,949
<b>Title III</b>		
Automation	1	244,791

*The LSCA Advisory Committee evaluates all grant applications and makes recommendations about funding to the state librarian. Committee members represent public, academic, special, and institutional libraries as well as library user groups.*

installation of an elevator for handicapped accessibility, and replacement of windows to conserve energy.

Under Title III, the State Library maintained the statewide database, including the addition of records of the *Missouri Union List of Serial Publications*. Title III also provided group access to OCLC.

### State Aid to Public Libraries

Under Section 181.060, RSMo, the State Legislature appropriates funds for public libraries. These funds are allocated to eligible public libraries on the basis of population served. To receive state aid, a library must receive tax support equal to 10 cents on \$100 valuation. This can be by a voted tax or, in municipal library districts, an

appropriation by the city. There are no restrictions on the use of these funds.

For FY 1992, the state legislature appropriated \$1,682,415 for State Aid to Public Libraries. The Governor withheld \$598,232, leaving a total of \$1,084,183 to be distributed among 82 independent municipal libraries, 37 independent county libraries, three consolidated library systems, and 12 regional libraries composed of five municipal libraries, one consolidated library, and 35 county library districts. These 131 administrative units serve a population of 4,661,265, making the per capita amount 23 cents.

The following table shows state aid to public libraries over the past 10 years.

### State Aid – 1983 to 1992

Year	Appropriation	Population	Per Capita
1983	\$1,426,576	4,328,627	33 cents
1984	1,500,000	4,327,291	35 cents
1985	1,605,000	4,328,627	37 cents
1986	1,765,500	4,328,627	41 cents
1987	1,755,185	4,325,146	40 cents
1988	1,800,385	4,350,016*	4,366,933**
1989	1,976,400	4,369,439	45 cents
1990	2,136,200	4,371,460	48 cents
1991	2,243,220	4,387,336	50 cents
1992	1,084,183	4,661,265	23 cents

\*First quarter of 1988.

\*\*New legislation allowed participation by municipal libraries without a voted tax, but with tax support amounting to 10 cents on each \$100 valuation. Four libraries were added for the last three quarters.

*Acting under the 1945 Constitution, the Missouri General Assembly has provided financial aid since 1946 to tax-supported public libraries. Local libraries, established and maintained under the laws of the state, are eligible to receive financial assistance from the state.*

# Advisory Groups

- The Automation Advisory Committee is a vital part of automation services at the State Library. Through this committee, the State Library disseminates information about its new projects and services and the reasons behind decisions that affect local library automation plans. In return, committee members keep State Library staff apprised of automation projects and issues in libraries across the state.

- State Library staff work closely with the Missouri Library Network Corporation (MLNC) to provide interlibrary loan services to the libraries of Missouri. The State Library contracts with MLNC to furnish the Online Computer Library Center (OCLC) Group Access System and computer tapes of cataloging records added to OCLC each quarter. These tapes are added to the statewide database and distributed to 247 participating libraries in Missouri.

In 1992, MLNC sponsored a reciprocal borrowing agreement between Missouri libraries. State Library staff were on the committee that developed the agreement form and concept. The libraries that signed this agreement were listed in the *Interlibrary Loan Directory* published by the State Library.

- The Missouri Library Association (MLA) Executive Committee meets as required several times a year. The State Library sends a staff member to these meetings to provide a liaison between the State Library and the association. A State Library staff member also attends the meetings of MLA's Legislative Committee.

- The Public Library Directors of Missouri have established a formal group to discuss their concerns and plans. They have requested that the State Library send a representative to their meetings.

- Many state agencies request the participation of State Library staff at meetings on a wide range of subjects. For example, the Department of Elementary and Secondary Education is involved in a pilot project to develop a bibliographic database among 10 school libraries. The department has asked State Library staff for advice on how to establish and maintain such a system. Other cooperative activities have involved work with the Highway and Transportation Department about placement of library location signs, with the Office of Administration on telecommunications projects, and with the Division of Tourism on dissemination of informational materials.

- The White House Conference Resolutions Implementation Committee (WHCRIC) was formed in 1992. Members have been working to develop ways to implement resolutions from the 1991 White House Conference on Library and Information Services and the 1990 Missouri Governor's Conference on Library and Information Services.

- Members of the Wolfner Advisory Council represent users of the Wolfner Library for the Blind and Physically Handicapped and related service agencies. The council meets three times a year to advise Wolfner Library about staffing, facilities, and planning.

*State Library staff cooperate with many professional organizations and user groups across the state. They provide assistance on projects as varied as database design and long-range planning to outreach services and materials distribution.*

# Missouri's Public Libraries

**M**ore than 4,746,000 Missourians have access to a public library they support through their taxes. At the same time, about 412,000 Missourians do not have a tax-supported library in their county or city. That number is more than now live in Saint Louis and almost as many as now live in Kansas City.

Missouri public libraries, or public library systems, total 143. Those libraries include:

- 143 central libraries
- 194 neighborhood branch libraries
- 45 bookmobiles
- 344 deposit stations (hospitals, residences, etc.)

## Finances

In 1992, Missouri allocated and spent about \$82,000,000 for library services. Of that amount:

- 57.5 percent went for salaries and wages
- 21.7 percent went for operating costs (utilities, etc.)
- 18.2 percent went for purchasing library materials
- 2.6 percent went for building and renovating libraries.

## Collections

Library shelves offer users:

- 16,981,109 books, a value of \$425,000,000
- 15,974 films, a value of \$2,400,000
- 84,748 videos, a value of \$4,400,000
- 48,713 journal and newspaper subscriptions, a value of \$2,200,000

*Each Missouri public library is unique and returns the investment of public dollars by offering research, education, recreation, and a better quality of life.*



## Services

Missourians used their libraries in 1992 to:

- Borrow 32,891,432 books. If bought new, those books would have cost more than \$800,000,000.
- Get the answers to more than 3,000,000 questions.
- Research local papers and the latest journals.

Missouri public libraries were open to the public in 1992 more than 646,000 hours, the equivalent of nearly 74 full years.

In a typical year, public libraries, through their centrals, branches and bookmobiles, offer Missourians access to 799,357 hours of service. That is the equivalent of 91.5 Wal-Marts, open 24 hours daily, seven days a week, with Christmas Day their only annual holiday.

# State Library Directory

Automation Services – 314-751-2768  
Building/Space Planning – 314-751-0970  
Census Data Ceter – 314-751-1823  
Central Services (mail room) – 314-751-2716  
Federal Documents – 314-751-4552  
Government Services (reference) – 314-751-3615  
Interlibrary Loan – 314-751-2696  
Library Services and Networking – 314-751-3033  
LSCA Program – 314-751-0586  
Publications and Special Projects – 314-751-2680  
State Documents – 314-751-3075  
State Librarian – 314-526-4783  
Technical Services – 314-751-3596  
Wolfner Library – 314-751-8720  
Youth Services – 314-751-2679

Library Services (toll-free) – 800-325-0131  
Wolfner Library (toll-free) – 800-392-2614

*The State Library is open from 7:30 a.m. to 5 p.m., Monday through Friday. After-hours messages may be left on the library's answering machine 314-751-3615.*



**The Missouri State Library is located in the new Missouri State Information Center, Jefferson City.**

LIBRARY  
MISSOURI SOUTHERN STATE COLLEGE

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